Angus Integration Joint Board

Lived Experience - Service User Representative Information Pack

Thank you for your interest in the post of Service User Representative for Angus Integration Joint Board (AIJB).

AIJB is looking to recruit a person with experience of using community health and/or adult social care services to join AIJB. There is no remuneration for this position, but reasonable expenses will be paid as per the AIJB Expenses Policy.

As the Service User Representative, you should have first-hand experience of using the health and/or adult social care services for which AIJB has responsibility. You will help shape the future of health and social care services in Angus by bringing your lived experience to strategic planning and decision-making. As a voting member of Angus Integration Joint Board, you will contribute alongside other members to decisions about the planning, delivery and improvement of health and social care services.

The Service User Representative will:

- Live in Angus.
- Have first-hand experience of using health and/or adult social care services that fall under the responsibility of AIJB.
- Have a knowledge and understanding of the issues affecting users of health and social care services.
- Have an active interest in health and social care and the decision-making process around the planning of these services.
- Be able to communicate a service user perspective effectively at meetings of AIJB.
- Participate fully in discussions and decision-making as a voting member of AIJB, bringing a lived experience perspective whilst acting in the best interests of the people of Angus.
- Be able to commit time to preparing for and attending relevant meetings.

What is the Angus Integration Joint Board (AIJB)?

AIJB was established in April 2016 in response to changes in the way in which health and social care services are planned and delivered, as set out in the Public Bodies (Joint Working) (Scotland) Act 2014. In Angus, these changes have meant that:



- Adult community health and social care services are delivered by Angus Health and Social Care Partnership (AHSCP) which is a partnership of Angus Council and NHS Tayside.
- AIJB is responsible for the governance of AHSCP and the strategic planning of community health and adult social care services.

The services for which the AIJB are responsible for include:

- Primary care services including GPs and community nursing
- Allied health professionals, for example physiotherapists and occupational therapists
- Adult social work assessment
- Social work services for adults and older people
- Services and support for adults with physical disabilities and learning disabilities
- Community mental health services
- Community dental, ophthalmic and pharmaceutical services
- Support for unpaid carers

AIJB is one of three IJBs in the Tayside area (others being Dundee IJB and Perth & Kinross IJB). To ensure consistency and for economy of scale, some health services are organised Tayside-wide, with a nominated IJB leading the service on behalf of its own and the other two IJBs. AIJB leads on:

- Locality Pharmacy
- Primary Care Services (excludes the NHS Board administrative, contracting and professional advisory functions)
- GP Out of Hours Service
- Forensic Medicine
- Continence Service
- Speech and Language Therapy

The arrangements setting out the relationship between the AIJB, AHSCP, Angus Council and NHS Tayside are set out in the Integration Scheme which was agreed between Angus Council and NHS Tayside and approved by Scottish Government ministers. AIJB Standing Orders provide the rules and regulations for the proceedings of AIJB.

Who sits on the Angus Integration Joint Board?

The Public Bodies (Joint Working) (Scotland) Act 2014 specifies minimum membership criteria that all IJBs must adhere to.



In Angus there are six voting members of the IJB, three elected members of Angus Council and three non-executive board members of NHS Tayside. In addition, AIJB has voting members who bring the perspectives of people with lived experience of using health and social care services and unpaid carers, helping to ensure that decisions are informed by the experiences of those who use and support services.

There are also a number of non-voting members who provide professional advice, expertise and assurance to AIJB. These include the Chief Officer, Chief Finance Officer and Chief Social Work Officer, together with representatives from the third sector, independent sector and trade unions. AIJB is also supported by a range of professional advisors, including representatives from acute services, nursing, public health, primary care, pharmacy, medicine, mental health and legal services.

Further information about the membership of AIJB can be found here.

To date the practice has been for decisions of AIJB to be made by consensus of the full membership rather than the use of voting.

At the inception of the AIJB, the members agreed to create a separate Audit Committee with an agreed remit.

Further information about AIJB meetings and all papers can be found here.

Role of Service User Representative of Angus Integration Joint Board

As service user representative you will be expected to:

- Attend AIJB meetings (usually six per year). These take place in Forfar, usually on a Wednesday afternoon, from 2pm–4pm. Members are encouraged to attend in person wherever possible, although there is an option to join via Microsoft Teams when required.
- Attend AIJB Development Sessions, there are usually 6 – 8 per year (in person or via Microsoft Teams).
- Read the papers circulated before each meeting and come to the meeting fully prepared to take part in the discussions from the perspective of people who use the health and social care services for which AIJB is responsible.
- Engage with other service users and represent their views in a balanced and objective way.
- Participate in the planning and monitoring of the AIJB strategic plan, priorities and budgets.
- Consider contributing to the IJB Lived Experience Representative Network

Skills and qualities you need:

- No formal qualifications are required.



- Good communication and interpersonal skills.
- Active interest in health and social care and an understanding of national and local issues.
- Confidence in public speaking.
- Ability to listen, take on board other people's points of view or experiences and reflect the views of other service users (even if they are different to your own).
- Knowledge and understanding of service user involvement and opportunities to increase the voice of people who use services.
- Ability to read and interpret detailed reports that are sometimes complex and identify the implications for service users and articulate these succinctly at formal meetings.
- Confidence to raise relevant points and question reports.
- Understanding of reasons for integrating health and social care.
- Understanding of the health and social care systems in Angus.

What we will expect from you

- Use your experience to give the perspective of users of health and social care services for which AIJB has responsibility.
- Be willing to suggest and influence changes to services or plans.
- Act in the best interests of the people of Angus when participating in discussions and decisions, balancing your own lived experience and the views of others with the evidence, information and advice presented to the AIJB.
- While you bring an important lived experience perspective, you will not be expected to advocate for a particular organisation, service or interest group.
- Take an active role in groups or projects with our support, for example the Strategic Planning Group.
- Commitment to equity and diversity.
- Follow rules of confidentiality and not to discuss personal or sensitive information outside meetings. We will ask you to sign a confidentiality agreement.
- Abide by the Code of Conduct for Members of Devolved Public Bodies.
- Take part in an initial training session and any other briefings or training sessions as needed.
- Read papers for meetings before you attend
- All contact with the media (newspapers, television, radio) or through social networking will be handled by AHSCP with support from Angus Council and/or NHS Tayside.



- Provide apologies if you are unable to attend any meetings. If any non-voting member misses three consecutive meetings, AIJB has the right to remove a member if it satisfied that absence was not due to illness.
- Identify a named proxy who can attend meetings on your behalf if you are unable to attend. The proxy should be familiar with the role and responsibilities of the Service User Representative. You should notify your named contact person of any changes to your nominated proxy.
- Declare any interests, that could influence or be perceived to influence your contribution to discussions or decisions. Where a conflict of interest arises, you will be expected to follow the Board's procedures and may be required to withdraw from discussion or decision-making on that item.
- Agree to your name appearing on minutes of AIJB meetings which are available to the public.
- Provide references.
- Raise any concerns of difficulties with your named contact person.
- Tell your contact person if you no longer wish to be a service user representative of the AIJB.

What you can expect from us

- Provide the support, training and development required to help you undertake your responsibilities as a voting member of AIJB, in a format that suits you.
- A named contact person will be provided who will give you support and guidance.
- A clear description of your responsibilities, including the length of time you are expected to be involved.
- To be introduced to other members of AIJB with their jobs and roles explained to you.
- To be treated as an equal partner, with your views taken seriously.
- To be sent meeting papers, in your preferred format, at least one week before the meeting.
- This is a volunteer opportunity; reasonable expenses will be paid as per the AIJB Expenses Policy.
- Your involvement in AIJB will not affect any health or care services you receive.
- To be able to step down at any time, knowing that it will not affect any future health or care services you may receive.
- Your personal information to be kept confidential.
- To be provided with a laptop (to be returned at the end of your appointment) and email address.



As a voting member of AIJB, you will bring your lived experience and the perspectives of people who use services to discussions. Whilst these experiences are an important part of your contribution, decisions should be based on the information presented to AIJB and the interests of the population of Angus as a whole. All voting members are expected to act with integrity, objectivity and openness and to comply with AIJB's arrangements for managing conflicts of interest.

Length of appointment

The Public Bodies (Joint Working) (Scotland) Act 2014 limits the length of appointment of Lived Experience members to three years with the opportunity for re-nomination thereafter.

How to apply

Please complete the short application form that can be downloaded here or please email tay.angushscp@nhs.scot or call 01307 492560 to request a copy.

Please return no later than Monday 24 August 2026 via email to: tay.angushscp@nhs.scot or by post to:

Chief Officer, Angus IJB,
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